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HP INTEGRATOR RUNTIME SERVER MODULE**

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**EXHIBIT A
SOFTWARE MAINTENANCE SERVICES AND UPDATES**

1.0 SOFTWARE MAINTENANCE SERVICES

- 1.1** "Error" shall mean any failure of the Software to substantially conform to the specifications included in the documentation delivered with the Software.
- 1.2** "Error Correction" shall mean a software modification or addition that, when made or added to the Software, establishes material conformity to the specifications in the documentation delivered with the Software.
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- 1.5** Licensee agrees to notify Red Oak of any suspected Errors exhibited by the Software. Red Oak will respond in a timely manner to requests for assistance, provide confirmation of receipt and an estimate of the time required for diagnosis and resolution of the problem. Red Oak will use its best efforts to reproduce such Errors and take the necessary steps to provide an Error Correction.
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